Term of Reference: TOR

Catering to International Law Enforcement Academy (ILEA) From August 5 till October 27, 2018

This Scope of Work outlines the requirements for food service at the International Law Enforcement Academy (ILEA) – Bangkok.

ILEA food service is normally provided only during those times that classes are in session. The annual ILEA training schedule is prepared and approved prior to beginning of the calendar year. The catering company will be provided with the annual training schedule after it has become final. However, there may be times that classes are added or canceled after the schedule has been finalized. Also, throughout the year there will be occasions where classes are not scheduled and food service will not be required. Information regarding these periods will be provided to the catering company as soon as practical. The ILEA will occasionally conduct classes on Thai and/or US holidays. The holidays to be worked will be provided to the catering company in advance.

Each class generally has two "special event" meals; specifically, a working reception and a graduation dinner. Whenever possible, the ILEA will ensure that at least one of these events is secured for the catering company. If more than one class is in session, the special event meals will be provided together in the dining hall at the ILEA House.

There is no minimum number of guaranteed meals/person per year; however, there will be 11 courses with 400 participants (approximate) during the duration of this contract.

The contract may be terminated without penalty by providing two weeks' notice to the catering company by the US Embassy/ILEA if any one of the stipulated conditions agreed upon by the catering company is not met to the satisfaction of the ILEA.

The payment will be after course finished on each course.

Requirements:

- 1. The catering company shall be a food catering business or restaurant specializing in providing international meals. During meals and activities, the catering company staff serving the ILEA should consist of a sufficient number of employees, including a site manager, and a supervisor to ensure efficient and effective service and undue delays. The staff deployed by the caterer should be of good conduct and behavior. They should be free from contagious disease.
- 2. The catering company will be required to provide the participants three meals (breakfast, lunch and dinner) per day, including weekends, when classes are in session. Additionally, the catering company will provide refreshments for two coffee breaks on weekdays for participants attending training at the ILEA.

- 3. Approximately thirty percent of the ILEA participants are Muslim, therefore, Halal food must be provided at every meal/activity/break. A certified Halal chef shall prepare these meals. Pork shall not be included on any menu that includes Muslim participants.
- 4. The catering company should bill the ILEA at the conclusion of each class. No advance payments or deposits will be paid by the ILEA.
- 5. All meals shall be good and wholesome and shall be prepared and served attractively with sufficient quality and variety of foods that menu items will not be repeated week to week, all to the reasonable satisfaction of the ILEA. Menus must be coordinated with the ILEA management in advance for classes.
- 6. All raw or uncooked foods (such as salads or sushi) shall be refrigerated and served on ice and shall adhere to all sanitation standards in accordance with the Ministry of Health regulations.
- 7. Breakfast service must include: An American-style breakfast and Asian breakfast food selections. The following food items must be available at every breakfast service: breads, pastries, hot congee or similar type soup, three fresh juices, fresh seasonal fruit, coffee, tea and milk.
- 8. Lunch service must include: a hot soup, a salad bar with 5-8 items and Western style dressings, a fresh Asian salad, fried or steamed rice, combination of at least 6 hot entrees, vegetables, dessert, seasonal fresh fruit, and hot and cold beverages. Entrée items shall include at one Western style and one vegetarian meal.
- 9. Dinner service must include: an Asian or Western hot soup (different selection than was served for lunch), a salad bar with 5-8 items and Western style dressings, a fresh Asian salad (different selection than was served for lunch), combination of at least 6 Asian and Western hot entrees and vegetables, dessert, seasonal fresh fruit, and hot and cold beverages. Entrée items shall include at one Western style and one vegetarian meal.
- 10. A separate cooking arrangement and use of separate utensils etc., shall be ensured for vegetarian and non-vegetarian dishes. Non-vegetarian and vegetarian items should be stored separately.
- 11. Coffee breaks are served two times per day during classes at approximately 10:30 am and 2:30 pm. Coffee breaks are normally served in the Academic facility break area. The coffee breaks shall include hot coffee and tea, bottled water, and a variety of small snacks or pastries.
- 12. The catering company will provide all the necessary items to serve food. This includes, but is not limited to: plates, bowls, tableware, glasses, food warmers serving utensils and table cloths. Cleaning of the plates and utensils should be done with soap and hot water and all items should be cleaned and dried. The catering company is required to make their own arrangements for cooking material, crockery/cutlery material or any other material required for preparation, cooking, service, and storage of food items.

- 13. The catering company is responsible for maintaining and cleaning the food service area and kitchen. It is the responsibility of the catering company to keep the tables and chairs ready for service. The catering company should arrange for cleaning of the Dining Hall, the kitchen area, and any other area under their control immediately after any service is rendered.
- 14. A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. All the materials used in preparation for food items should be of standard brands.
- 15. The catering company will provide laundry services necessary to keep all kitchen and dining linens, including the uniforms of catering crew, towels, rags, and other similar items in a clean and sanitary condition at all times. ILEA will provide tables and chairs for the catering company which are used only in ILEA canteen. They are not allowed to relocate or borrow. ILEA also will be responsible for water and electricity fee including utilities
- 16. ILEA do not sponsor for overtime (OT) cost occurred during the service since ILEA courses are various in term of course training duration. For example, sometimes a field trip exercise arranged outside ILEA so we have to postpone dinner time for 1-2 hours from the regular time. Furthermore, during Ramadan period, the catering service team must arrive at ILEA since 3:00 hrs. in order to provide Halal breakfast to our participants. This means that the catering service team has to be at ILEA longer than usual.
- 17. There is a 2-week course (Tactical Safety and Planning: Session 22) holding at Tactical Training Center in Cha Am, Phetchaburi province. The catering company must provide a catering service consisting of 2 coffee breaks, lunch and dinner in Cha Am and follow the same conditions mentioned above. The catering team is not responsible for preparing breakfast but sometimes, supper (after midnight) is require; for example, chicken porridge or boiled rice because participants occasionally finish a training at 3:00 hrs. The company is accountable for bringing kitchenette and silverwares to Cha Am. Moreover, the team must keep a kitchen and a dining hall clean, and the catering service team has to pay accommodation fees.